

USB VoIP Adaptor User's Guide

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Welcome

The USB VoIP Adaptor is an exciting new device that let's you make and receive Skype™ calls using your standard telephone handset.

After you follow the simple installation you will be able to do the following:

- Continue to make and receive regular calls as you normally do
- Make and receive Skype™ calls using your standard telephone
- Forward Skype™ calls to your mobile phone
- Make Skype™ calls from your mobile phone even when you are away from your computer
- Switch between a Skype™ call and a regular phone call
- Check Skype™ voicemail from your handset
- Record incoming Skype™, PSTN and forwarded calls as wave (WAV) files

Please view the readme.txt that is installed with the USB VoIP Adaptor driver. It lists any known issues that may exist.

Package Contents

The USB VoIP Adaptor™ package includes the following (note that your particular hardware and cables may look slightly different than shown below).

1. USB VoIP Adaptor™



2. USB Cable



3. Telephone Cable



4. CD-ROM



5. Quick Start Guide

Requirements

In order to install the USB VoIP Adapter you will need the following:

1. USB VoIP Adapter
2. USB cable
3. RJ11 cable
4. Telephone (regular telephone, cordless phone, DECT phone, ...)
5. Telephone service (for conf call, 3 way calling and forwarding features)
6. Broadband internet service is recommended
7. PC with the following minimum specifications:
 - Pentium 400MHz or equivalent
 - Windows 2000 or XP
 - Available USB port (1.0, 1.1 or 2.0)
 - Skype™ version 1.3.xx or higher (www.skype.com) must be installed.
 - 128MB RAM
 - 10MB available hard disk space
 - CD-ROM drive to install USB VoIP Adaptor™ software from the supplied CD-ROM

Note that the USB VoIP Adaptor must be connected directly to the PC USB port or to an AC Powered USB hub. It CANNOT be installed on a bus powered USB hub.

USB VoIP Adaptor™ Installation

DO NOT CONNECT THE USB VOIP ADAPTOR™ TO YOUR COMPUTER UNTIL INSTRUCTED TO DO SO BY THE USB VOIP ADAPTOR™ INSTALLATION WIZARD

The following instructions will guide you through the process of installing the USB VoIP Adaptor™.

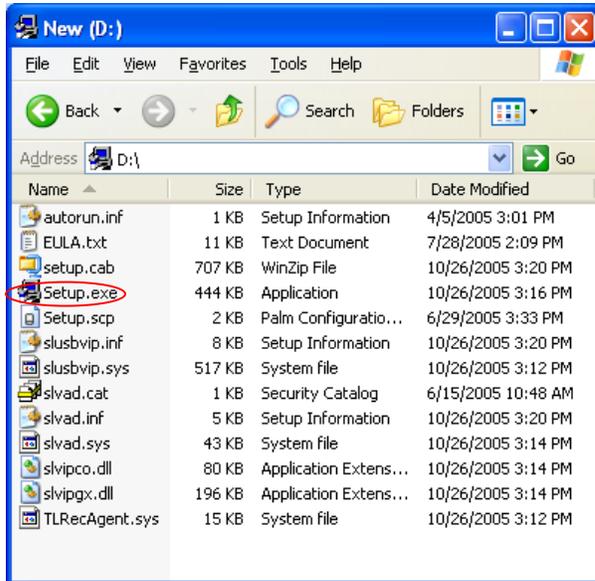
The installation procedure is to:

- Install Skype™ (step 1 below)
- Start the USB VoIP Adaptor™ SW installation (step 2 below)
- Plug in the USB VoIP Adaptor™ WHEN INSTRUCTED TO DO SO (step 2 below)
- Verify the installation is OK (step 3 below)
- Connect a telephone handset to the USB VoIP Adaptor™ (step 4 below)
- Connect the USB VoIP Adaptor™ to the wall jack (step 5 below). Note that this is optional and only required for the forwarding and conferencing features.
- Use your USB VoIP Adaptor™ to make and receive Skype™ calls

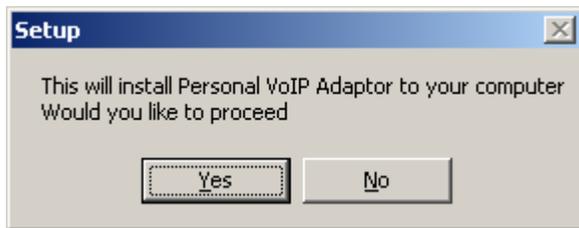
The detailed instructions follow:

STEP 1: If Skype™ is not already installed on your computer, visit <http://www.skype.com> and follow the instructions there to install Skype™. Verify that Skype™ is working before installing the USB VoIP Adaptor™.

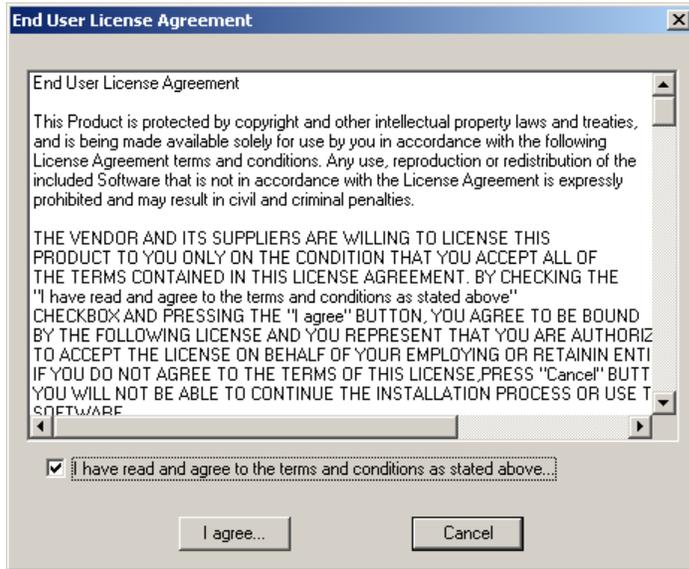
STEP 2: Insert the supplied CD-ROM into your PC CD-ROM drive. The installation should start automatically. If not, open the installation folder on the CD-ROM and double click on the **setup.exe** program as shown below.



You will see the following popup. Press Yes to proceed or No to cancel.



You will see the End User License Agreement. Click the “I have read ...” checkbox and press the *I Agree* button as shown below.



You will see the following progress bar below indicating that the installation is proceeding.



Wait until you see the following popup and press the OK button.



Connect the USB cable to the USB VoIP Adaptor™ USB port as shown below:



The other end of the USB cable must be connected to a USB port on your computer as shown below,



or to an AC Powered USB hub.

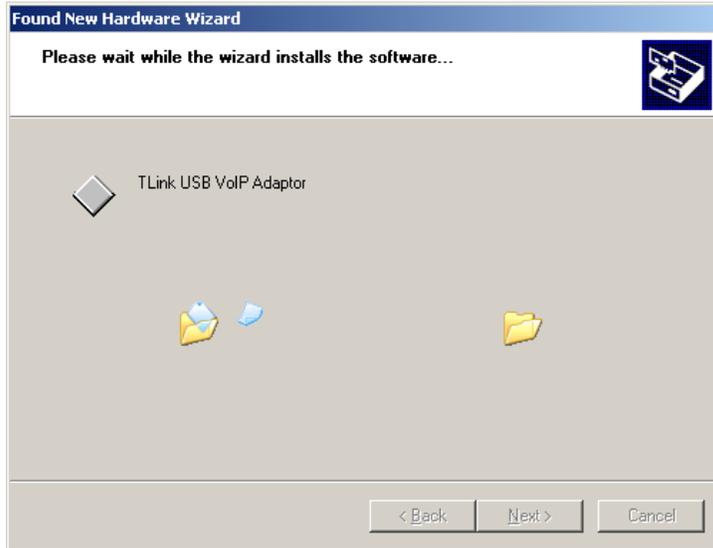
The USB VoIP Adaptor MUST not be connected to a bus powered USB hub.

You will see the following Windows *New Hardware Found Wizard*.



Select *Install the software automatically (Recommended)* and press the **Next** button.

The installation will continue and you will see the following screen.



When you see the following screen, press the **Finish** button.

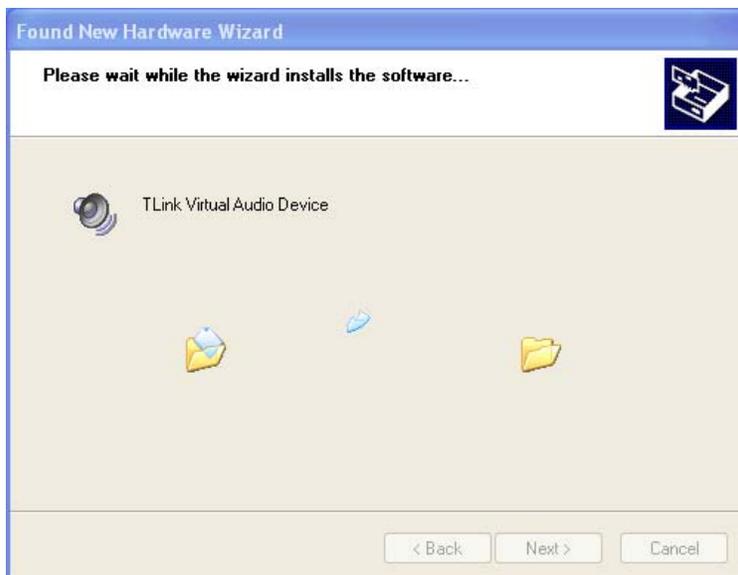


Then you will see the following Windows *New Hardware Found Wizard* screen.

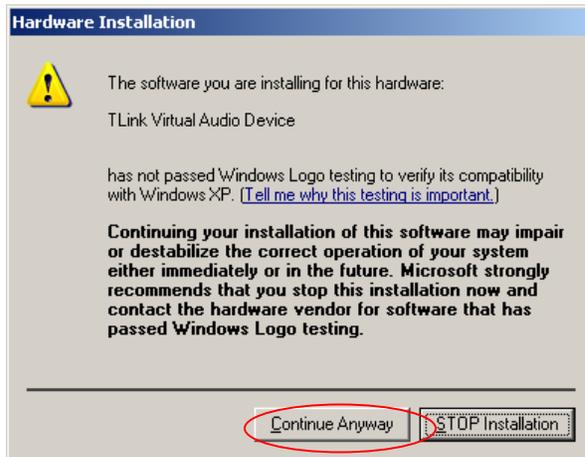


Select *Install the software automatically (Recommended)* and press the **Next** button.

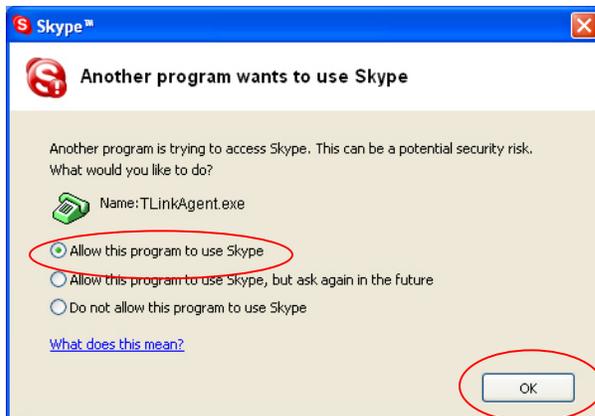
The installation will continue and you will see the following screen.



When you see the following screen, press the **Continue Anyway** button.



When you will see the following screen, select the option, “allow this program to use Skype” and press the **OK** button.



When you see the following screen, press the **Finish** button.

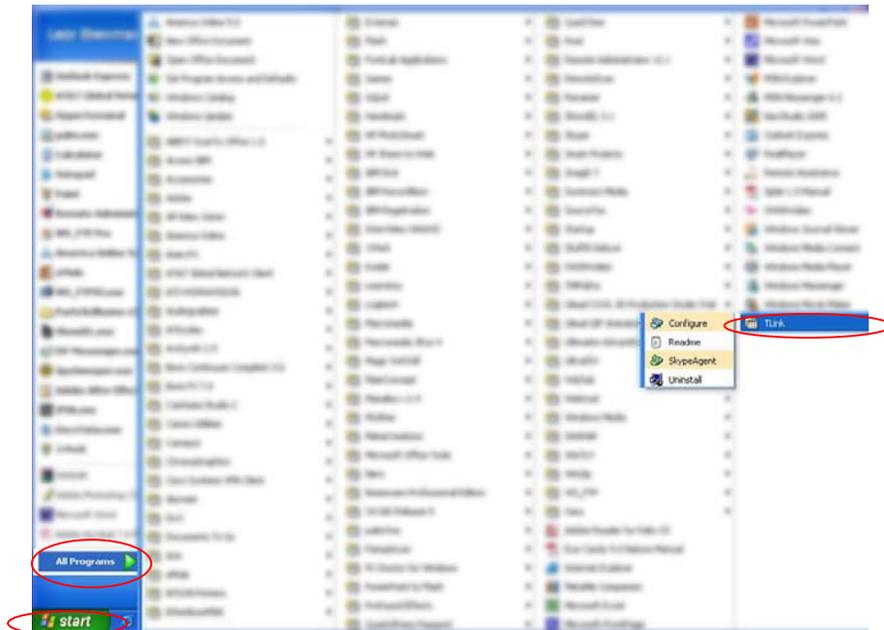


STEP 3: When the installation completes you should see the following message appear near your system tray and a new telephone icon (circled in red below) in your system tray as shown below.

The telephone icon indicates that the USB VoIP Adaptor™ software is installed and running and that you can start making calls via Skype™ and the USB VoIP Adaptor™ .



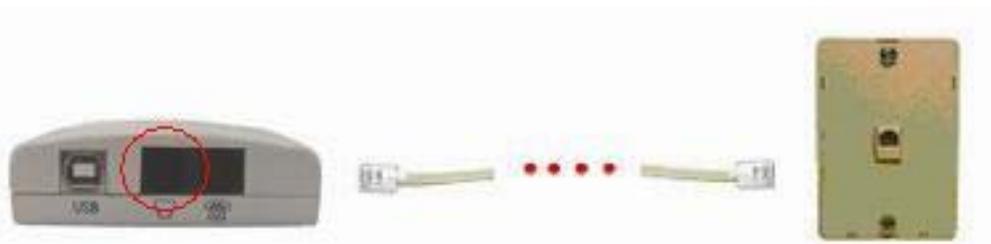
You will see a new program group named USB VoIP Adaptor™, accessed from the Start button -> All Programs as shown below.



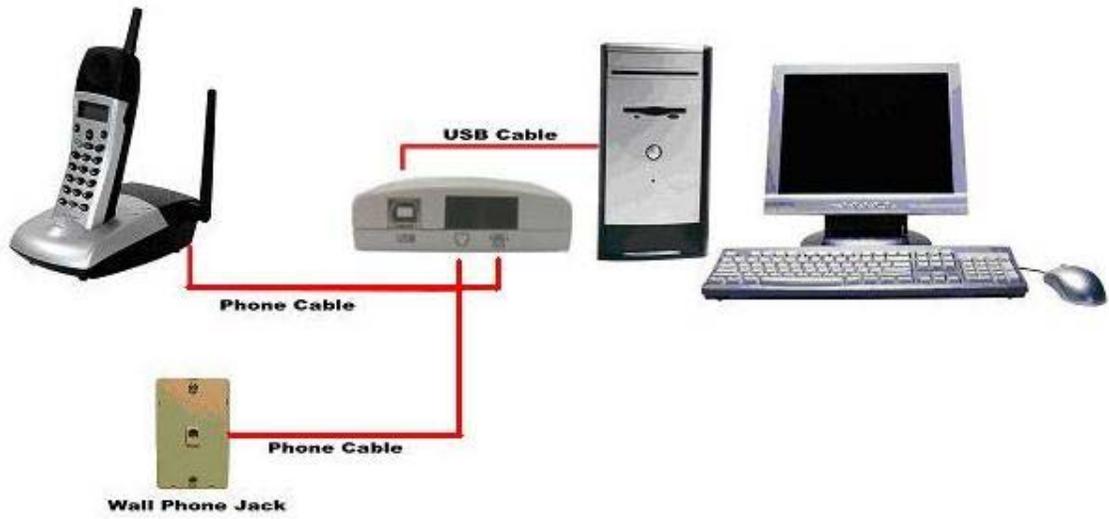
STEP 4: Connect a standard telephone handset to the USB VoIP Adaptor™ **phone** jack using a telephone cable as shown below



STEP 5: Connect a telephone cable between the USB VoIP Adaptor™ **line** jack and a wall jack as shown below. Note that this is only required for making regular phone calls or for forwarding Skype calls to your mobile (or other off-site) phone or for toll bypass applications.



You final configuration should resemble the following.

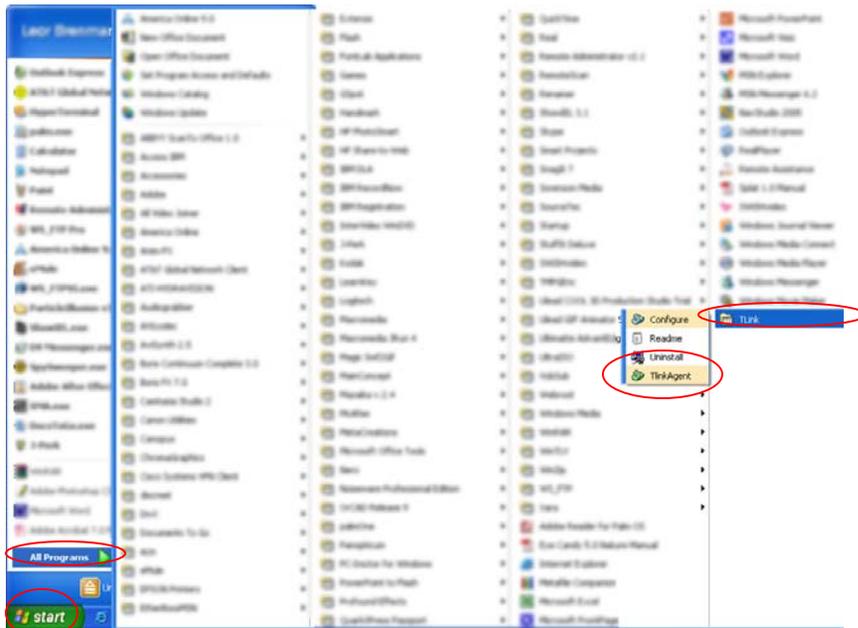


Enabling USB VoIP Adaptor™

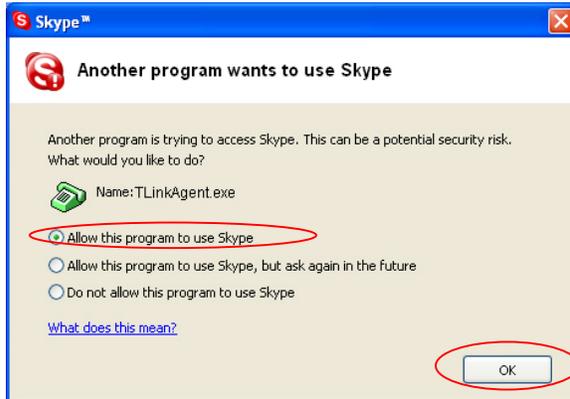
In order to use USB VoIP Adaptor™ and it's features, (1) the USB VoIP Adaptor™ must be plugged into the PC, (2) a telephone handset must be plugged into the USB VoIP Adaptor™, (3) the USB VoIP Adaptor™ must be connected to the telephone wall jack¹ and (4) the USB VoIP Adaptor™ agent must be running (see green telephone in the Windows System Tray).

(note 1 – this is only required for making regular phone calls or for forwarding Skype calls to your mobile (or other off-site) phone or for toll bypass applications)

If the USB VoIP Adaptor™ Agent is not running (i.e. no green telephone in the system tray), make sure the USB VoIP Adaptor™ is connected to the PC and start the USB VoIP Adaptor™ Agent as shown below (Start -> All Programs -> USB VoIP Adaptor™ -> USB VoIP Adaptor™ Agent):



You may see the following screen, select the option, “allow this program to use Skype” and press the **OK** button.



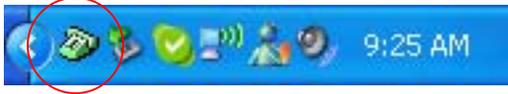
You should now see the r™ agent in the Windows System Tray as shown below.



You are now ready to use the USB USB VoIP Adaptor™.

USB VoIP Adaptor™ States

When the USB VoIP Adaptor is installed and the software is installed properly, then you will see a green phone in the system tray as shown below.



If the USB VoIP Adaptor™ agent is running and the USB VoIP Adaptor™ is removed or Skype is not running, then the telephone will be red as shown below.



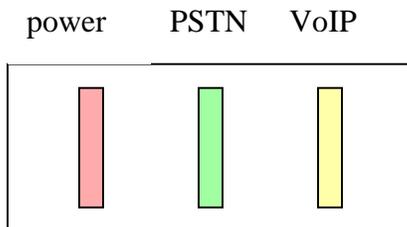
During an incoming or outgoing Skype call, the telephone handset will jiggle as shown below, indicating an VoIP call is being initiated.



When the USB VoIP Adaptor™ agent is not running, there is no phone in the system tray.

USB VoIP Adaptor™ Adaptor LEDs

The USB VoIP Adaptor typically has 3 LEDs as illustrated below. Note that the colors or number of LEDs on your USB VoIP Adaptor may be different.

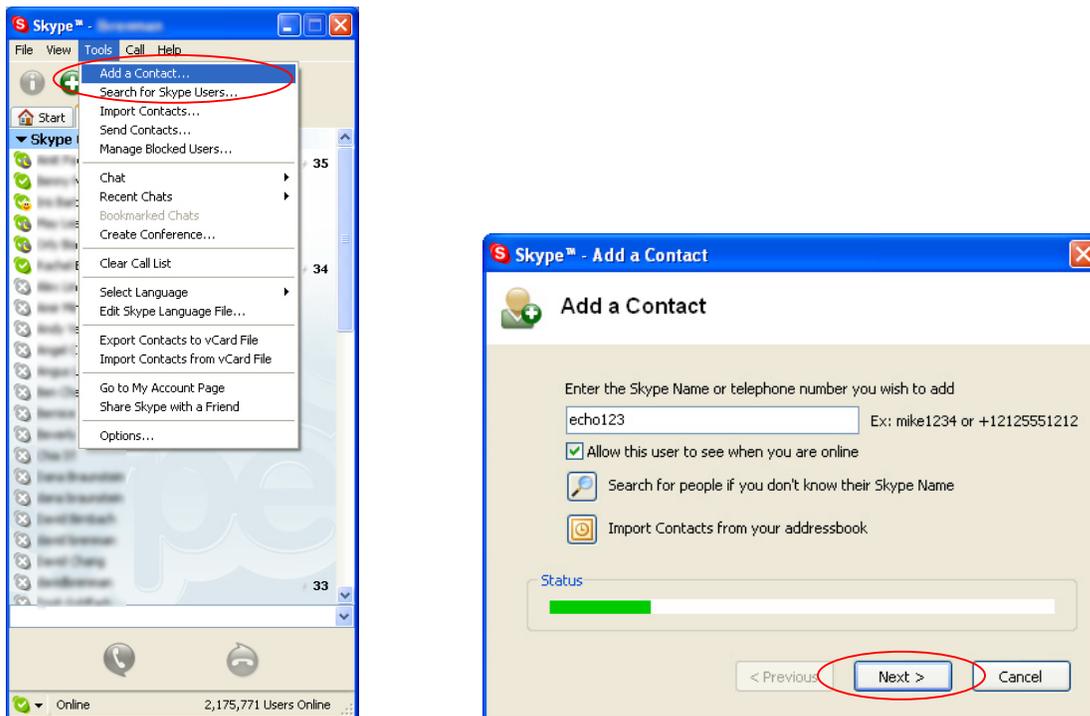


- When the USB VoIP Adaptor is installed and the software is installed properly, then the power LED will be lit red indicating the USB VoIP Adaptor is receiving power.
- The PSTN LED indicates a PSTN call
- The VoIP LED indicates a VoIP call

Testing USB VoIP Adaptor™

Skype provides a useful feature to test your connection. It is called Echo123. If you send “callme” in a chat with echo123, the echo123 service will call you and let you leave a message which will be played back to you. This will help you verify that the USB VoIP Adaptor, USB VoIP Adaptor driver and the telephone are all connected and installed properly.

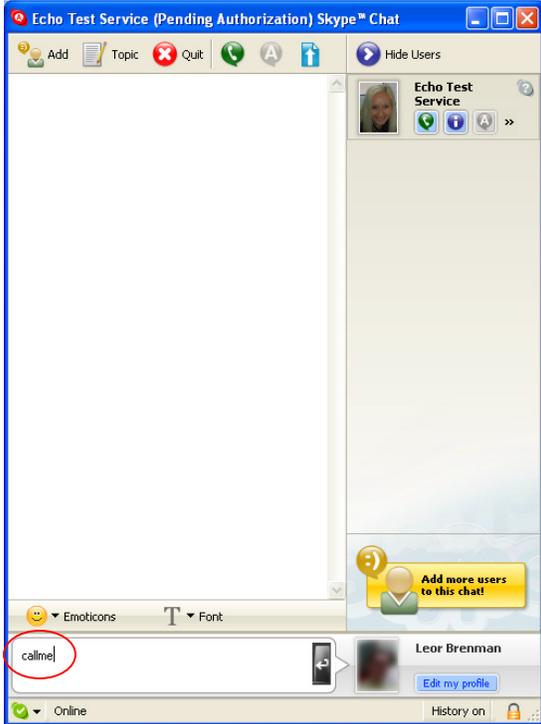
Add Echo123 to your Skype contact list from the Skype Tools menu -> Add to Contact List entry as shown below:



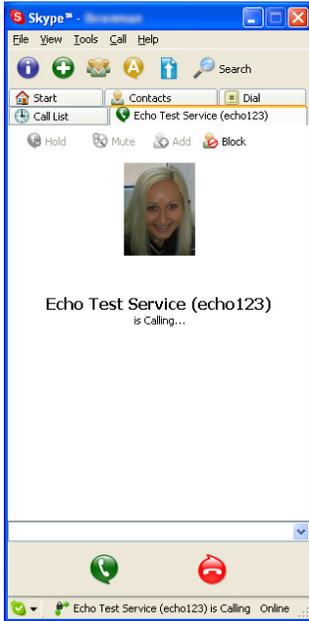
When Echo123 is added, click on the chat button as shown below.



You will see the following chat screen and you should enter “callme” and press the Enter key on your keyboard.



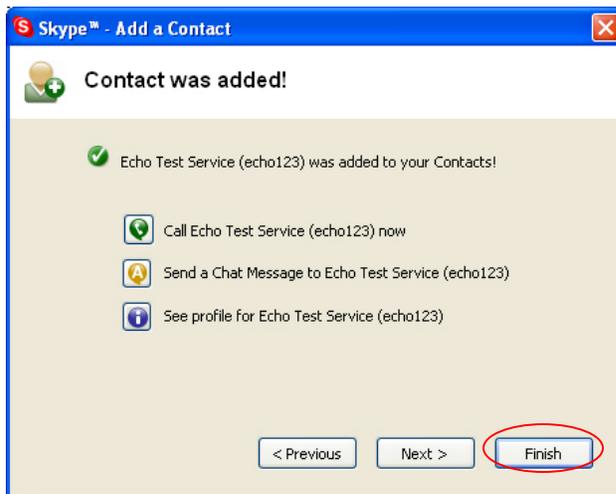
Within 10-20 seconds, you should see the following screen, and the telephone connected to the USB VoIP Adaptor should ring. Pick up the handset and follow the instructions. The Echo Test Service will ask you to leave a message which will be played back immediately. This will help you verify that the USB VoIP Adaptor, USB VoIP Adaptor driver and the telephone handset are all connected and installed properly.



When the test concludes you can press OK on the following screen.



and then press Finish on the following screen.



Making and Receiving Calls

You can continue to use the telephone handset connected to the USB VoIP Adaptor™ to make and receive standard telephone calls as you used without any change. To make a standard phone call, just pick up the handset and dial as you normally would. To answer (receive) a standard phone call just pick up the handset when the phone rings.

When you receive an incoming Skype™ call, the handset connected to the USB VoIP Adaptor™ will ring. If your handset supports Alphanumeric Caller ID, then the Skype username will be displayed on the handset's screen where the standard caller ID information is displayed. To answer the call, just pick up the handset and speak as you normally would. To end the call, simply hang up the handset as you normally would.

If you have SkypeOut™, you can use the USB VoIP Adaptor™ connected handset to make SkypeOut™ calls by picking up the handset, pressing ##, to indicate to the USB VoIP Adaptor™ that this is not a standard call but a Skype call, dialing as per the SkypeOut™ recommended dialing sequence, *00 + country code + telephone number* (e.g. 001 617 555 1212) and pressing the asterisk (*) key.

In order to make a call to a Skype™ contact, you will need to use the Skype™ program to assign a speed dial (as described in the next section) to each person you would like to call from the USB VoIP Adaptor™ connected handset. Then simply pick up the handset, press ##, to indicate to the USB VoIP Adaptor™ that this is not a standard call but a Skype call, you will hear a new dial-tone, press the speed dial number (e.g. 22) and then press the asterisk (*) key.

Setting Up Skype Speed Dial

This section describes how to setup speed dials in Skype™. This is required in order to use a USB VoIP Adaptor™ connected handset to dial to a Skype™ contact. It is not required for making SkypeOut™ calls using a USB VoIP Adaptor™ connected handset.

Step 1: Right click on the desired contact as shown below and select *Assign Speed-Dial*:



Step 2: Enter the desired speed dial number (e.g. 22) as shown below and press the **OK** button.



Step 3: You will now see an indication that the Skype™ contact has a speed dial associated with them as shown below.



Switching Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype™ call or while on a Skype™ call you may receive a regular call. The USB VoIP Adaptor™ will indicate an incoming call with an audible call waiting tone and you can do the following:

- Press '#1' to answer new call keeping current call on-hold
- Press '##' to answer call and terminate current call

Once having 2 active calls, you may:

- Press '#1' putting current call on-hold switching to other call
- Press '##' terminating current call switching to other call
- Press '#2' to conference the calls together (see next section)

While on a regular phone call, if you receive a Skype call, you can see the Skype username on your telephone (if it has alphanumeric CLID display).

Conference Call Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype™ call or while on a Skype™ call you may receive a regular call. The USB VoIP Adaptor™ will indicate an incoming call with an audible tone and you can conference in the additional caller by pressing #2. While in a conference call, you may press '##' to terminate the conference call.

3-Way Calling

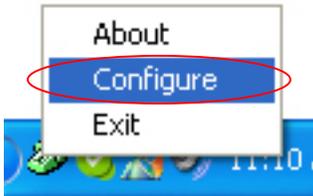
During an active Skype call the user may press '#1' to put current Skype call on-hold and get a PSTN dial tone to establish a PSTN call.

You may then:

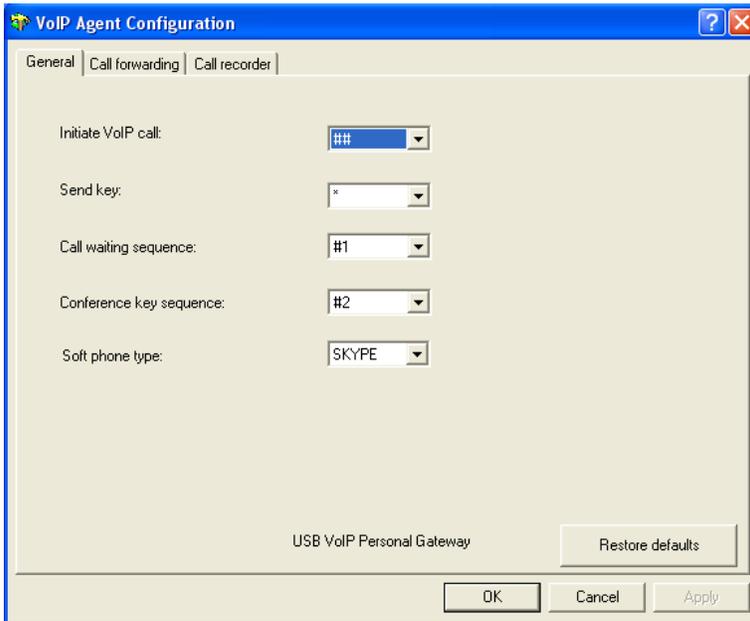
- Press '#1' to switch between active calls keeping current call on-hold
- Press '##' to terminate current call and switch to call on-hold
- Press '#2' to conference the calls together

Forwarding Calls

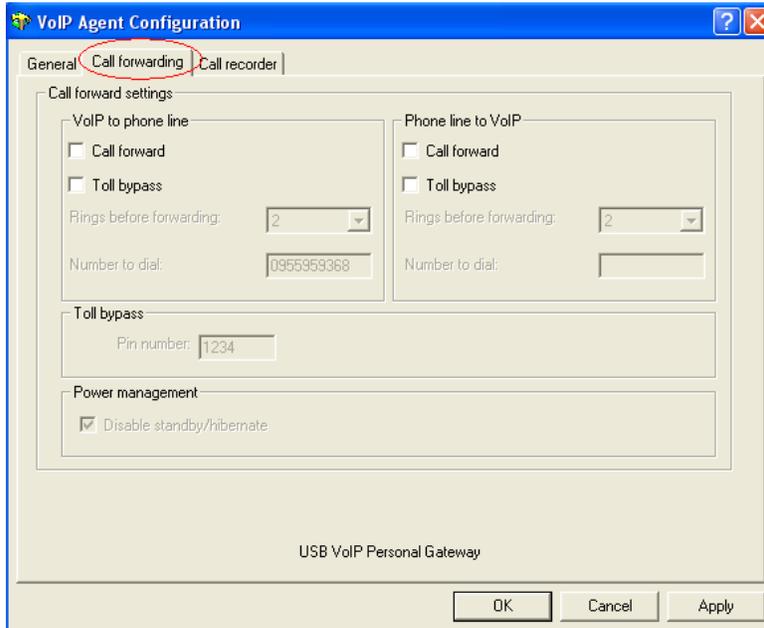
The USB VoIP Adaptor™ can be configured to forward incoming Skype™ calls to another telephone number, such as your mobile phone. It can also forward incoming telephone calls to a Skype™ or SkypeOut™ call. Right click on the Skype Agent (green telephone in the Windows System Tray) and select configure as shown below.



You will see the USB VoIP Adaptor configuration screen as shown below.

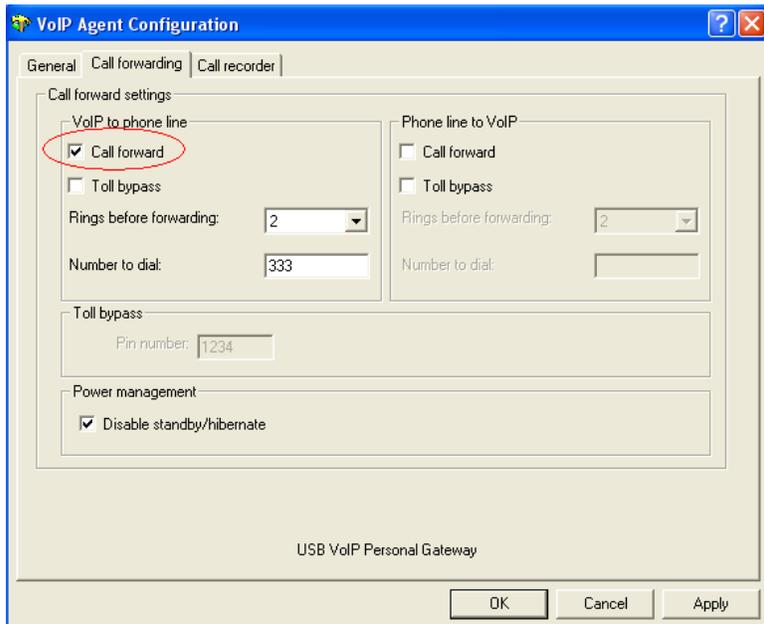


Press the Call Forwarding tab to see the Call Forwarding parameters as shown below.

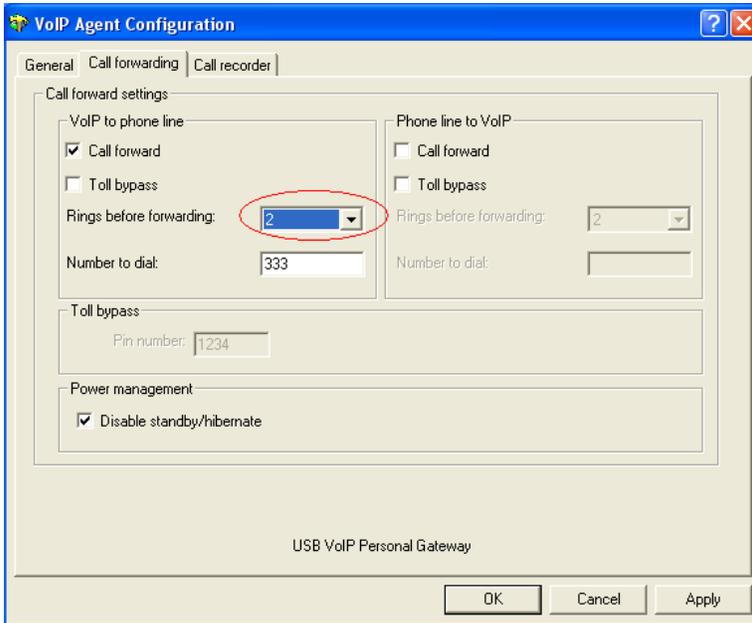


In order to forward incoming Skype™ calls to a telephone number such as your mobile phone, change the *VOIP to Phone Line* settings as follows:

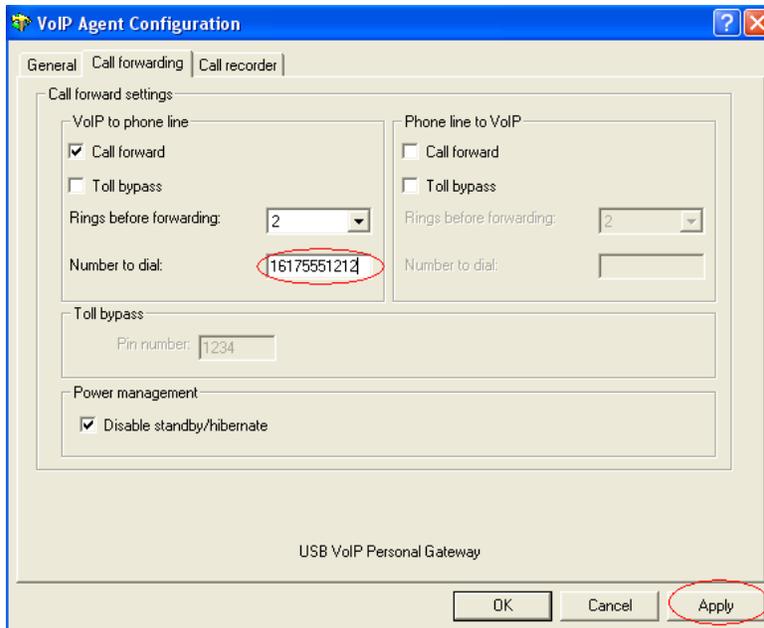
- Check the Enable Call Forward checkbox as shown below



- Select the number of rings before the forwarding takes place as shown below.



- Then select the telephone that should be dialed on the telephone line and press the **Apply** and/or **Exit** button as shown below. Enter the telephone exactly as you would dial it if you were to pick up a telephone directly connected to the phone line.



If you are on a PBX, you may need to press a digit to get an outside line (i.e. 9). In this case you would enter 9,,16175551212.

In order to forward incoming regular calls to a VoIP call, such as through SkypeOut™ or to a Skype account, enter speed dial number (e.g. 77) associated with the Skype User without the * key (as shown above).or enter the SkypeOut™ number (e.g. 0016175551212).

As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:



If the computer goes to sleep, then toll bypass will not work. To turn this feature off, uncheck the “Disable Standby/Hibernate” check box.

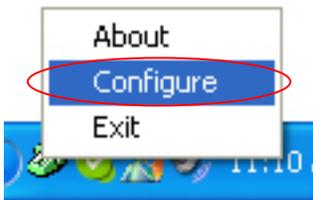
Toll Bypass

Toll bypass is similar to forwarding, except the incoming caller hears a beep, enters a password and then dials out an arbitrary number instead of fixed forwarding as described in the previous section.

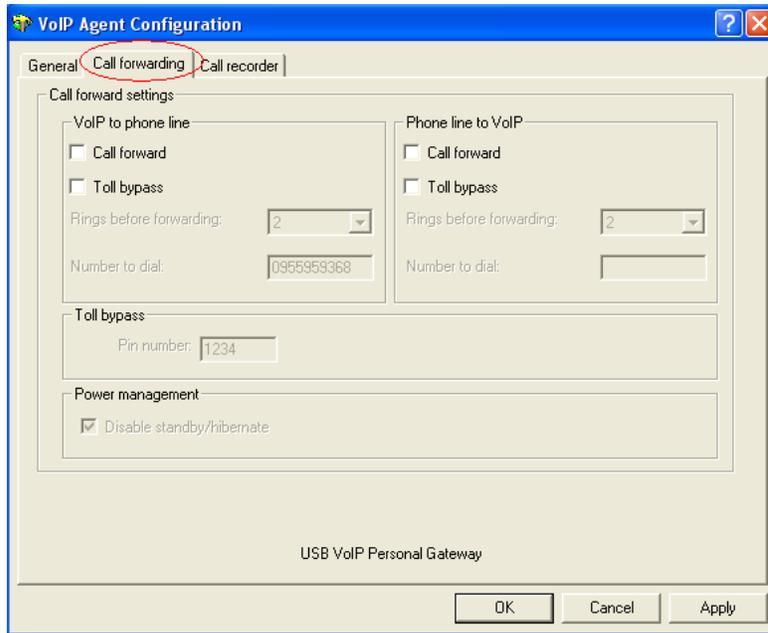
There are two common scenarios for this. You can call in from your mobile phone to the computer that the USB VoIP Adaptor is connected to and make a low cost SkypeOut international call. This is useful if you are in the same geographical location as USB VoIP Adaptor and want to make international calls.

The second common scenario is you Skype to the computer that the USB VoIP Adaptor is connected to and make a low cost local call over the PSTN line. This is useful if you are traveling abroad and want to make a low cost local call (in the geographical location that the USB VoIP Adaptor is in).

Right click on the Skype Agent (green telephone in the Windows System Tray) and select configure as shown below.

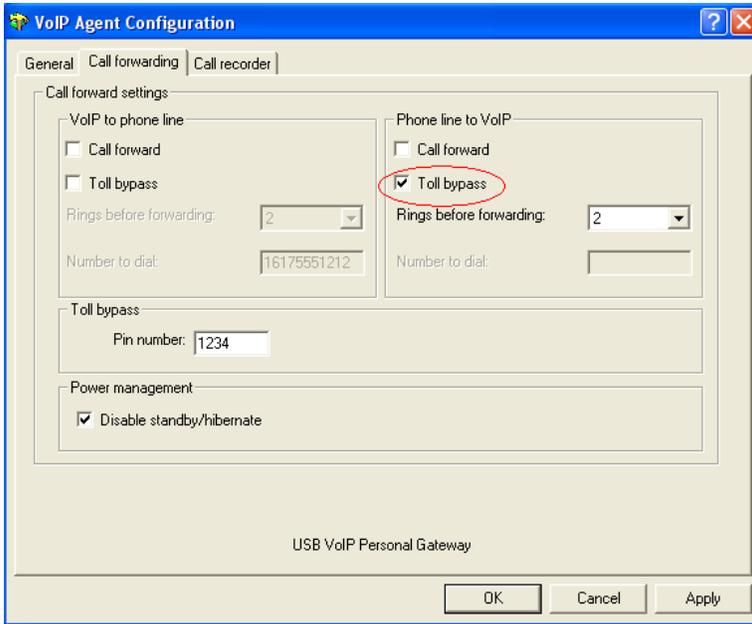


Press the Call Forwarding tab to see the Call Forwarding parameters as shown below.

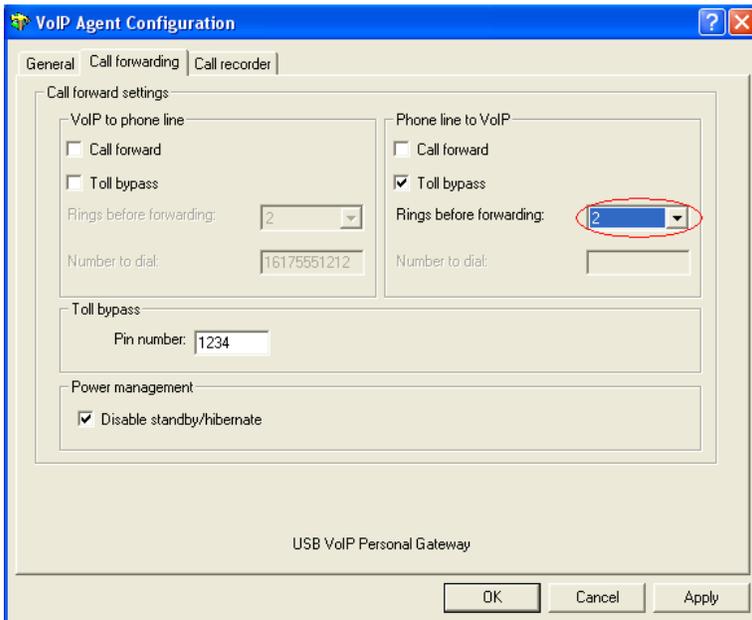


In order to enable toll bypass of incoming PSTN calls, change the *Phone Line to VOIP* settings as follows:

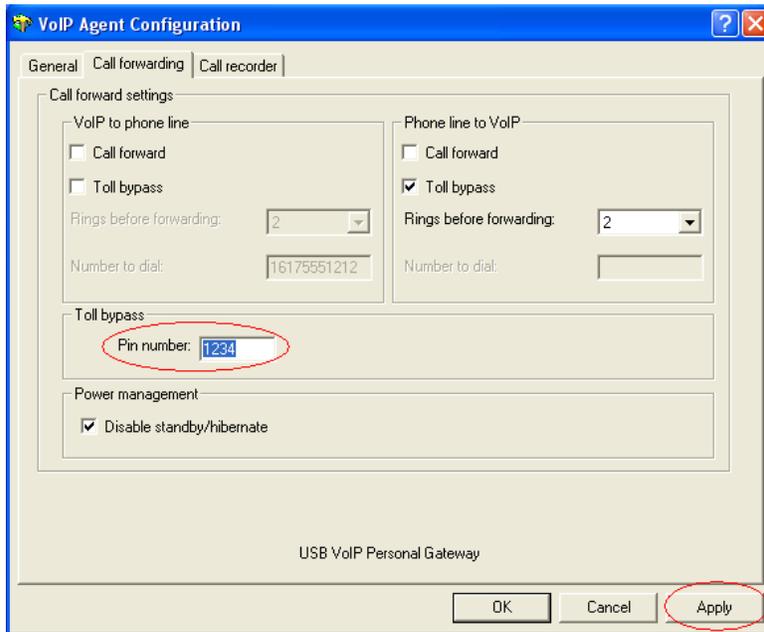
- Check the Enable Toll Bypass checkbox as shown below



- Select the number of rings before the forwarding takes place as shown below.



- Set your password and press apply as shown below. The password can be any 4 to 8 digits



When you call into your telephone line you will hear a beep. Enter the pin code followed by the * button and then enter the Skype speed dial (e.g. 77) or the SkypeOut telephone number (e.g. 00 + country code + telephone number) followed by the * button.

In order perform toll bypass on an incoming Skype call, enable Toll Bypass in the VoIP to Phone Line section. When you Skype into the USB VoIP Adaptor, you will hear a beep. Enter the pin code followed by the * button and then enter the telephone number you want to dial on the PSTN line followed by the * key.

As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:



If the computer goes to sleep, then toll bypass will not work. To turn this feature off, uncheck the "Disable Standby/Hibernate" check box.

Toll Bypass + Call Forward

If you enable both toll bypass and call forward, then the call forward number will only be dialed if you do not enter your pin code within 5 seconds.

Skype Voicemail

With USB VoIP Adaptor active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.

When you have a new Skype voicemail that you have not listened to, you will hear an intermittent beep in the VoIP dial tone.

If you have no **new** voicemail (i.e. either no voicemail or voicemail that you have already listened to), the standard VoIP dial tone will be heard.

You can access your voice mail only when there is no call in progress.

In order to access your voicemail:

1. Pick up the attached telephone handset
2. Press '##' to get VoIP dial tone
3. If a new Skype voice message exists the VoIP dial tone will have an intermittent beep
4. Press '*' to access voice mail mode
5. Once in voice mail mode the first message is played automatically
6. At the end of each message a trailing 'beep' is played
7. At the end of the last messages a trailing 'beep-beep-beep' is played
8. During the playing of current message and within 5 seconds following the end of message the you can press the 1, 2, 3, 9 in order to perform the following actions:

User Action	Key
Repeat current message	1
Delete current message, move to next	2
Keep current message, move to next	3
Delete all messages	9

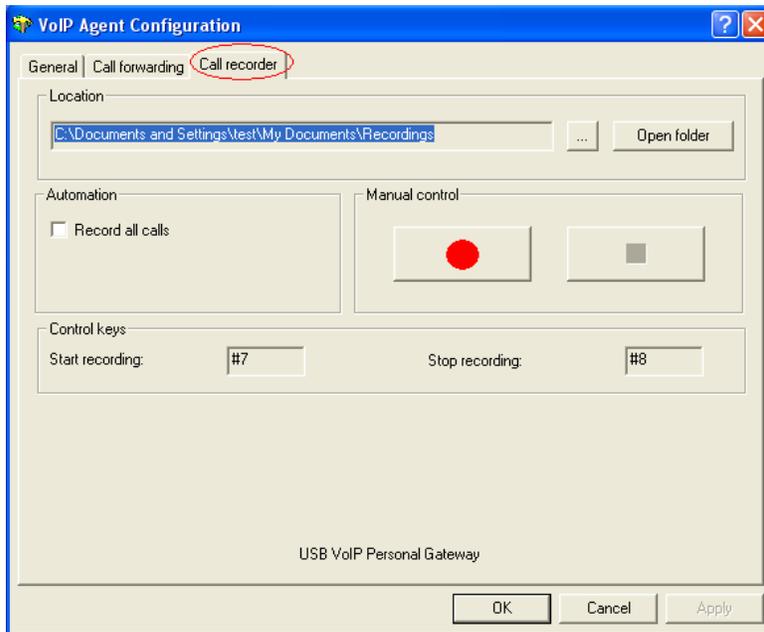
9. If you don't enter any valid key within 5 sec after message has ended, the system will behave as if you pressed '3'

To exit voicemail mode press '##' or place the attached telephone in the handset (i.e. on hook). Alternatively, pressing '#1' will also exit voicemail mode. In either case, the currently playing message will be stopped.

Recorder

With USB VoIP Adaptor active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.

The call recorder is accessed and configured through the USB VoIP Adaptor Agent Call Recorder tab as shown below.



You can change the default location where the recordings will be stored by pressing the button (with three dots) immediately to the right of the location field. The folder containing the recordings can be accessed by pressing the Open Folder button. With the location folder open you can access the individual recordings.

Recordings are named according to the following naming convention:

<date>_<time>.wav

For example, *15_7_2005_11_55_45.wav*.

The wave files can be played through any application that supports wave files (e.g. Windows Media Player).

Recording is controlled by two mechanisms: automatic and manual.

Manual recording has two modes:

- Through the Call Recorder screen above - controlled by pressing the record (red dot) and stop (black square) buttons.
- From the telephone handset – controlled by pressing the **#7** keys (start recording) and **#8** keys (stop recording) on the telephone handset connected to USB VoIP Adaptor.

Automatic recording is controlled through the Call Recorder screen by selecting one of the following:

- Record All Calls – **all** calls will be recorded

[Note:]

When you enable Automatic Record All Calls function, all calls can be recorded when you use telephone. The automatic Record is not available for microphone and earphone, even call forward.

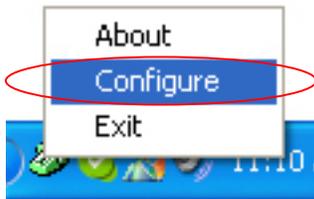
**THE RECORDER IS STORING FILES TO YOUR
HARD DISK DRIVE. WE ARE NOT RESPONSIBLE
FOR ANY ISSUES THAT ARISE FROM USING THE
RECORDING FUNCTION.**

**WE ARE NOT RESPONSIBLE FOR ANY LEGAL
ISSUES THAT MAY ARISE FROM RECORDING
PHONE CALLS.**

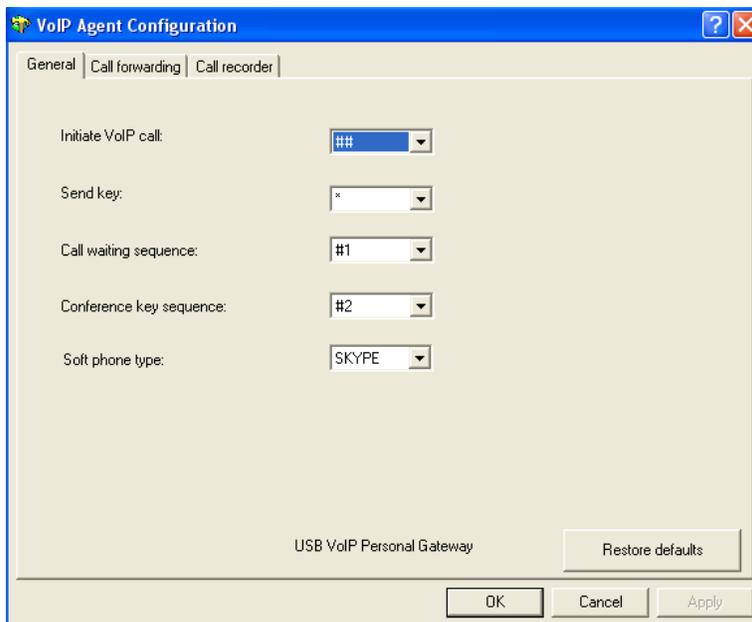
Changing the Default Settings

You can change the default settings for sending a call, activating a Skype™ call, switching between a Skype™ call and a regular call (call waiting) and conference calling, by running the USB VoIP Adaptor™ configuration.

Right click on the USB VoIP Adaptor™ agent and select Configure as shown below.



You will see the configuration tab as shown below.



The **Initiate Voip Call** – press these keys to get a VoIP dial-tone. You can now dial a SkypeOut™ call or a Skype™ speed dial call from your telephone handset.

The **Send Key** – press this key following the phone number (or speed dial number) when making a VoIP call.

The **Call Waiting Sequence** – press these keys during a call to switch between a VoIP and regular call. For example to switch from a regular telephone call to an

incoming Skype™ call or to switch from a Skype™ call to an incoming regular phone call.

The **Conference Key Sequence** – while on a Skype call and you receive a regular call or while on a regular call and you receive a Skype call, press these keys conference together the two calls.

The **Set Phone Type** selects which softphone you would like to work with.

Press the **Restore Defaults** button if you want to restore all sequences to their factory shipped settings.

Disabling USB VoIP Adaptor™

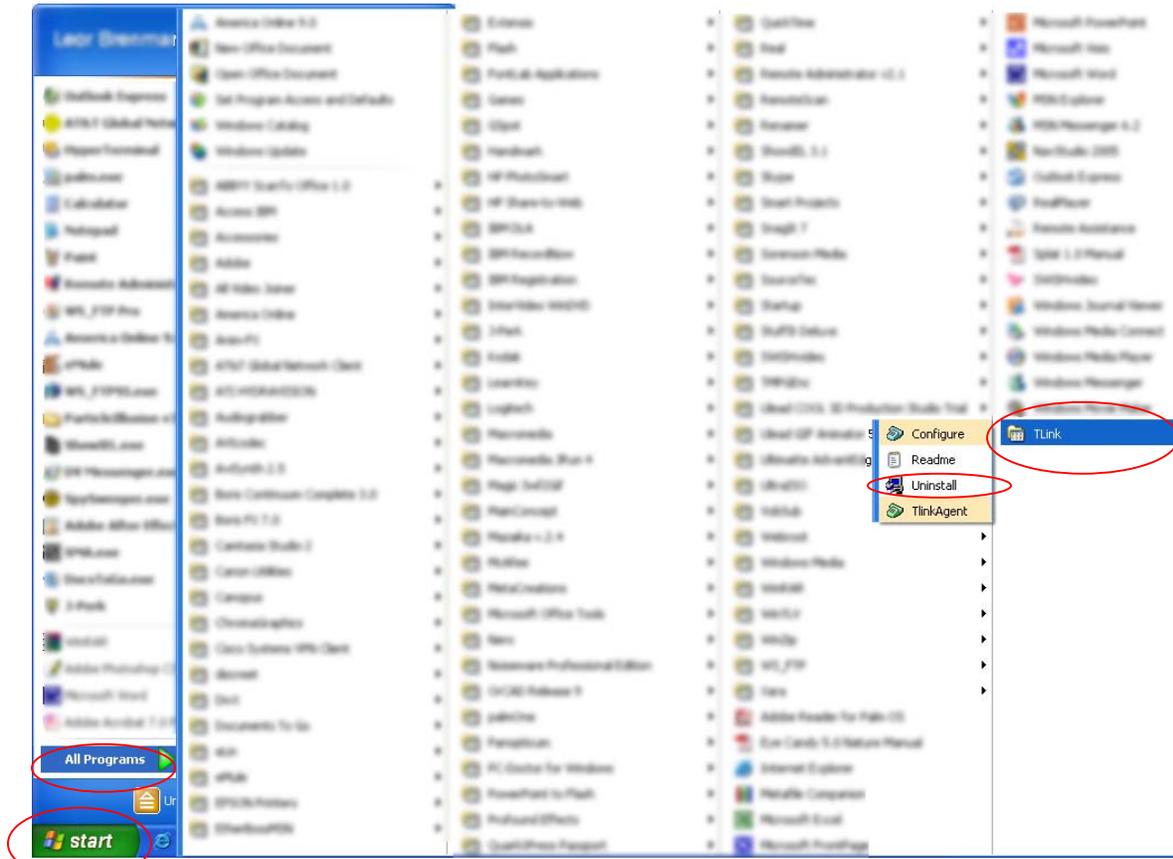
In order to disable USB VoIP Adaptor™, right click on the USB VoIP Adaptor™ agent in the system tray and select Exit as shown below.



You can now disconnect the USB VoIP Adaptor™ from the PC.

Uninstall

In order to uninstall the USB VoIP Adaptor™, click on the uninstall utility in the USB VoIP Adaptor™ program group accessed from the Start button -> All Programs -> USB VoIP Adaptor™.



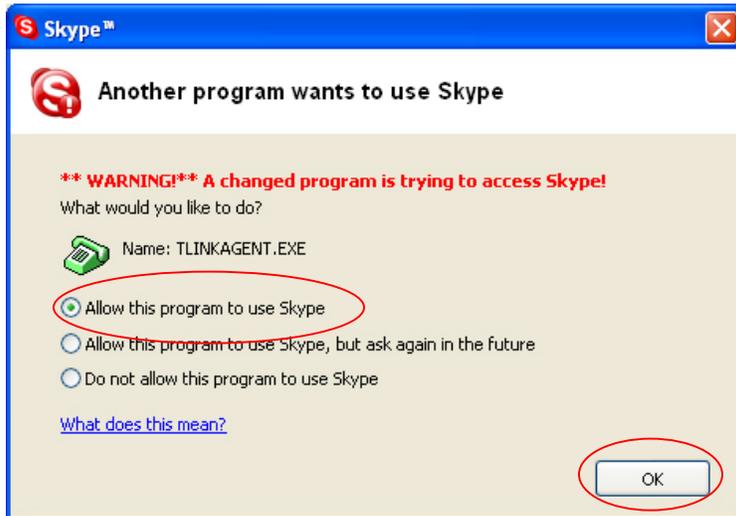
You will see the uninstall indicator as follows.



When the uninstall indicator disappears, the un-installation is complete.

Installing a New Version

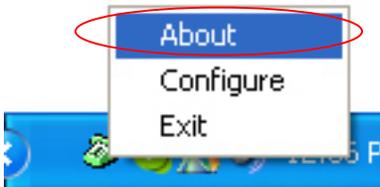
When you install a new version of USB VoIP Adaptor software, at the end you will see a slightly different Skype warning message as shown below. Select "Allow this program to use Skype" and press OK as shown below:



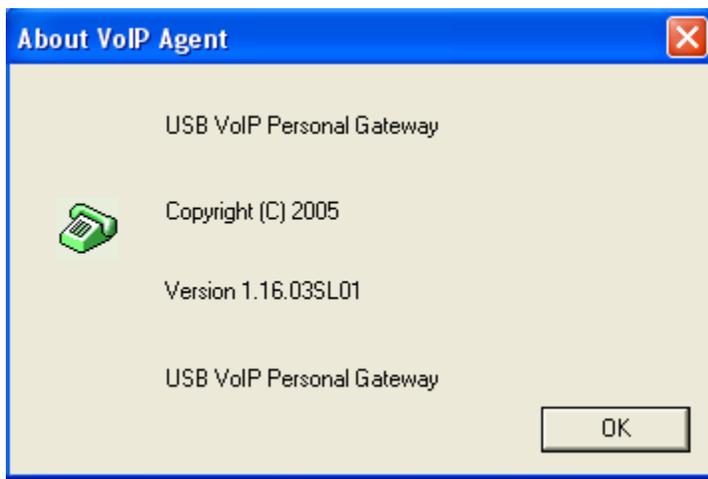
Troubleshooting

The first step in troubleshooting is to read the readme.txt that appears in the USB VoIP Adaptor program group. It contains a list of known issues for the current USB VoIP Adaptor driver version.

To find out the driver version, right click on the USB VoIP Adaptor Agent (green telephone in the system tray) and select About.



You will see the USB VoIP Adaptor Agent About screen below.



Common Fix

If USB VoIP Adaptor was working OK and suddenly stops working properly (e.g. stops responding to incoming rings or you cannot get a VoIP dialtone) try the following:

- Quit the USB VoIP Adaptor Agent (right click on the green telephone in the System Tray and select Quit)
- Quit the Skype application
- Unplug the USB VoIP Adaptor
- Wait 30 seconds
- Plug in the USB VoIP Adaptor
- Start Skype
- Start the USB VoIP Adaptor Agent

Wrong Device Installed

If you insert the USB VoIP Adaptor™ on a Windows XP SP2 PC “prior” to installing the software, the adapter will be incorrectly installed as a USB Modem.

Simply proceed to install the USB VoIP Adaptor™ software and it will resolve the issue and install the adapter properly.

Softphone Version Warning

If you get a Softphone Version Warning from USB VoIP Adaptor, then you should upgrade your softphone to the latest version. Otherwise, USB VoIP Adaptor may not operate properly.

USB VoIP Adaptor™ does not appear to be responding to incoming calls

There are several reasons why USB VoIP Adaptor™ may not function.

- USB VoIP Adaptor may not work properly with some 4 wire (multiline) phones
- Make sure the USB VoIP Adaptor™ adapter is connected to the PC and USB VoIP Adaptor Agent is running (green phone in the Windows System Tray).
- Make sure the handset is connected to the **phone** jack on the USB VoIP Adaptor and not the **line** jack
- If the Skype™ application was terminated for any reason while the USB VoIP Adaptor™ agent was running, you will need to exit the USB VoIP Adaptor™ agent and then restart it.
- Some telephone handsets require a battery to be installed in order to ring. If your handset supports a battery, make sure there is a battery installed and that the battery is not depleted.

Cannot hear dial-tone when I pick up the handset connected to the USB VoIP Adaptor™

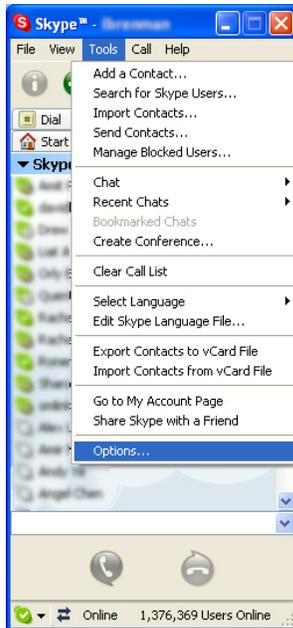
Check to make sure that the handset is connected to the correct jack on the USB VoIP Adaptor™

Cannot hear the Skype™ call in telephone handset

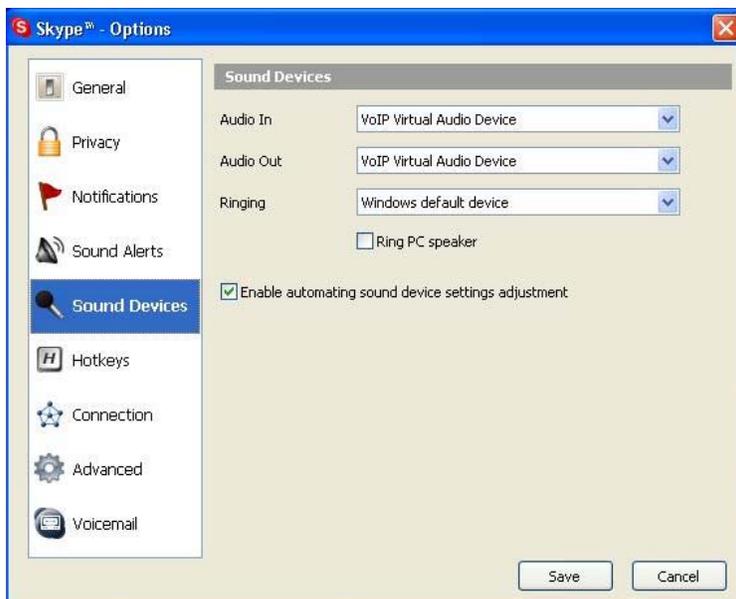
Check to make sure that Skype is configured to use the VoIP Audio device as it's Audio In and Audio Out Sound Device.

This is done as following:

Select Options from the Skype™ Tools Menu as shown below.



and then select Sound Devices as shown below.



Check the Audio In and Audio Out list boxes and make sure VoIP Virtual Audio device is selected.

Call Forwarding is not working properly

- Make sure that a telephone cable is plugged into the USB VoIP Adaptor **line** jack and to the wall phone plug
- Make sure call forwarding is configured properly in the USB VoIP Adaptor Agent -> Configure -> Call Forwarding tab
- Try to dial the telephone number as you have entered in the USB VoIP Adaptor Call Forwarding dialog box
- If you are on a PBX, make sure you have entered enough commas after the 9 (for example) to make sure that USB VoIP Adaptor waits for the dial tone before dialing the telephone number
- Make sure your computer is not going into suspend (sleep) mode. This will prevent forwarding from working

Toll bypass is not working properly

- Make sure that a telephone cable is plugged into the USB VoIP Adaptor **line** jack and to the wall phone plug
- Make sure toll bypass is configured properly in the USB VoIP Adaptor Agent -> Configure -> Call Forwarding tab
- Make sure Skype version 1.3.xx or higher is used on both sides
- Make sure your computer is not going into suspend (sleep) mode. This will prevent toll bypass from working

Skype Username does not display on telephone handset

- Make sure that your telephone has support for Caller ID **name** + number display
- Note that some phones display numbers only and some phones display the name **ONLY** if the name is stored in the telephone's address book. In this case store the Skype username and speed dial number in the address book in order for the Skype username to display.
- Some examples of phones that support Caller ID **name** + number are:
 - Panasonic KX-TC1703
 - Panasonic KX-TC1486B
 - GE 29267GE3-B
 - Uniden DXI986-2
 - VTech 9127
 - AT&T 2230
 - Radio Shack ET-3580